WAN CONNECTION

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PURPOSE

To define the policy regarding how sites are connected to, and use, the State of Utah Wide Area Network (WAN).

SCOPE

This policy applies to all customers who have a data connection to the State WAN, including, but not limited to, all State entities (departments, commissions, councils, boards, committees, institutions, legislative bodies, agencies, and/or educational institutions), and other political subdivisions of state government, including all city, county, local government, quasi-governmental agencies, and federal agencies.

BACKGROUND

The State of Utah WAN provides data communication services throughout the State, in addition to worldwide Internet access. This policy clarifies the responsibility ITS has in providing connectivity to the WAN. One major objective of the network is to provide the best communications possible at the lowest cost. To provide this service, ITS must economize in every area to keep costs down as well as provide the requested levels of service. For this to be successful, ITS and its customers must partner together and understand the responsibility each bears in this relationship.

POLICY

The State WAN is designed for, and functions as, an open network (where any device can communicate with any other device.) This is accomplished by using the best services available which satisfy basic bandwidth requirements at the lowest cost. The WAN rate is based on maintaining this design and functionality. Current and future WAN rates have not considered the costs associated with security equipment and support.

ITS Information and Responsibilities

ITS has the responsibility to engineer the necessary communication lines, equipment, routers, and so forth, for the WAN. When a site is connected to the State WAN, ITS will seek out the best possible connections and then provide the necessary equipment and services to each department at each physical location. Where multiple agencies reside in a shared facility, or where data traffic converges on the WAN, ITS may, at its option, require the agencies to share a common backbone at these facilities (see the ITS Campus Sites Policy for more information).

ITS will retain management, monitoring, and maintenance ability on all WAN access devices and will have 7x24 coverage for trouble reporting and initiating trouble tickets to service providers.

ITS will assume responsibility for the equipment, up to and including the demarcation point. The demarcation point between the WAN and the LAN will be the Ethernet interface on the WAN access device. (WAN access devices may include a router, switch, DSL remote unit, radio bridge, etc., and/or combinations of these pieces of equipment.)

Routable IP addresses will be supplied by ITS. Non-routable IP addresses may be supplied by ITS and will be coordinated with ITS in order to eliminate potential networking problems. Agencies must adhere to the addressing policy for server names and IP addresses. Failure to do so may result in disconnection from the network for noncompliance.

Agency Information and Responsibilities

The agency must provide adequate space, power, cooling, etc., for the equipment to be maintained in their facility. Any equipment or software that is beyond the demarcation point (i.e., wiring from the network device to the agency equipment, transceivers used after the demarcation point, cabling, hubs, etc.) is the responsibility of the agency. The agency is responsible for their own LAN and all of the equipment, hardware, and software necessary to make their LAN function. If the agency requests ITS to assist beyond the demarcation point, the agency will be billed on a best effort, time, and materials basis.

ITS Will Craft Individual Solutions

ITS will work with all connected agencies in order to perform cost analysis, design, and assist other relevant aspects of individual agency solutions. These designs need to be coordinated with the WAN planning group, ITS Security personnel, and personnel from any other effected agency, or subdivision of the State. This will ensure compatibility with the WAN equipment and design.

If an agency requests more facilities than those that would normally be required to provide the service in an efficient and economical manner (such as dedicated interface ports to the WAN when a shared interface can be used, or greater bandwidth when statistics show that bandwidth is still available), the agency will be expected to pay all of the incremental costs associated with the planning, installation, hardware, software, leases, maintenance, and support of the additional facilities. These incremental costs will be billed according to a Special Billing Agreement (SBA) and may include accumulation of bills for one-time costs, ongoing (monthly) bills, penalties, and/or any other costs associated with this agreement. These SBA costs are billed in addition to the ongoing WAN connection fees that will continue to be billed on a monthly basis according to the latest approved ITS Rate Schedule.

Security

Security efforts must be coordinated with the ITS Security Team and the assigned WAN planner in order to ensure compatibility with the WAN equipment and design. (See any applicable ITS security policies for additional information.)